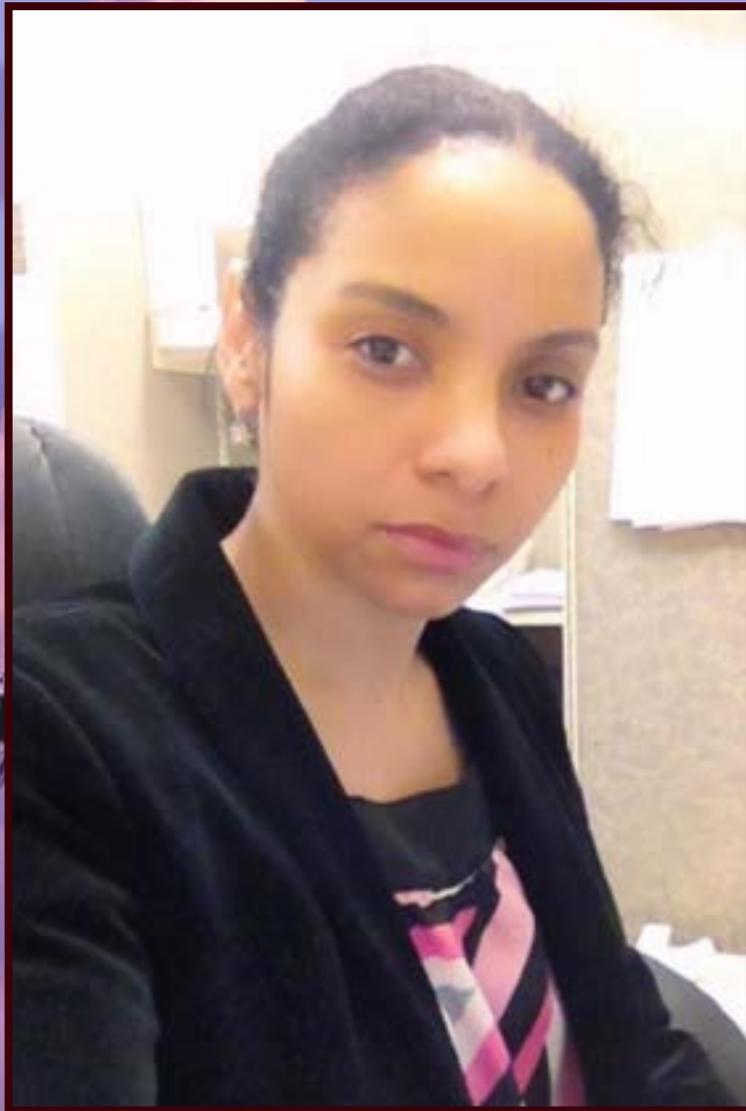


# Community MOMENTS



**Simone Seon**

*Executive Assistant / Administrative Manager*

RealManage Georgia

June 2020



*It is the month of June,  
The month of leaves and roses,  
When pleasant sights salute the eyes,  
And pleasant scents the noses.  
-N. P. Willis (1807-67)*

## 6 Fun Facts About June

- It is the month with the longest daylight hours of the year in the Northern Hemisphere
- The word June is derived from the goddess Juno, patroness of marriage
- No other month begins on the same day of the week as June in both common and leap years
- The flowers associated with this month are roses and honeysuckle
- The birthstones of June are pearl, moonstone and the alexandrite
- Holiday happenings include: Father's Day, Flag Date, World Environment Day, Summer Solstice and Midsummer Day

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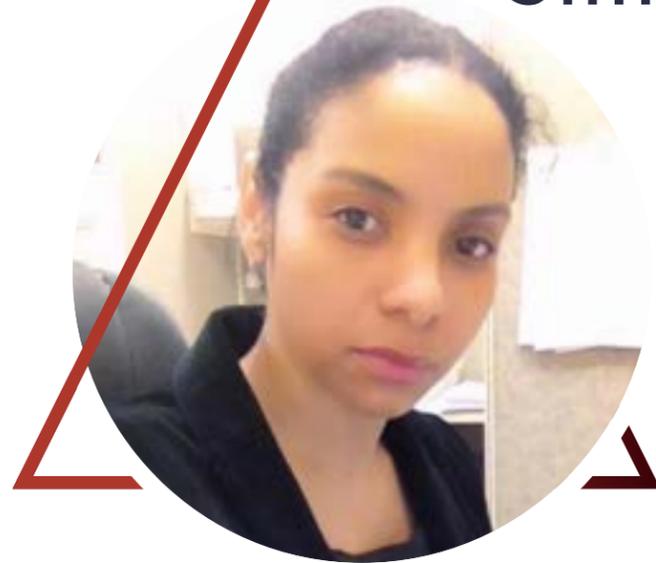


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# EMPLOYEE SPOTLIGHT

## Simone Seon



EXECUTIVE ASSISTANT/ADMINISTRATIVE MANAGER  
REALMANAGE GEORGIA



I myself, am the youngest of five children. When I was 15, my family moved to Brooklyn, NY. After high school, I attended college at the Fashion Institute of Technology in NY and majored in Fashion Design. After graduating, I held a position as a Fashion Designer at Mickey & Company, New York, Liz Claiborne, New Jersey, and Talbots in Boston from 1993-1998. During these years, I also got married and had my first son, Nicholas. Nicholas is a Georgia State University graduate and is currently an analyst for McKesson.

In 1998, I divorced and needed a fresh start. After being in the big city for so long, I decided I wanted to raise my son in a quiet environment with great values, so we moved to Lawrenceville, Georgia. When I moved here, I had no one; no family or friends. My job search led me to GW & Associates, a division of RealManage, LLC.

When I started at GW in 1998, Gary Griffin, branch manager, and the now-former owner had 40 associations along with a rental division. He had two Association Managers, including himself, and was looking for someone to fill the role as a receptionist. Being multilingual, I was able to help bridge the gap between us and homeowners and renters. Not only did I fill the role as a receptionist, but I also filled in wherever Gary needed me. Since he knew I was a single mother, he allowed me

to bring my son to work with me to help ease the cost of childcare. Gary and his wife, Debbie, have always been willing to help my family and me.

In 2001, I got married and had to make the hard decision to leave GW and Georgia to follow my husband to Tampa, FL. Even though I moved to Tampa, I maintained contact with Gary and Debbie; they became more than my employer and became family. I had my second son, Zach, in 2002, and he graduated high school this May after winning Prom King and has plans to attend college this fall.

After a few years in Tampa (FL), I decided that it wasn't the place for me, and in 2005, my boys and I moved back to Georgia. The first call I made when I got back was to Gary, and he asked, "When are you coming back to work?" So, I told him, "I have a mortgage to pay; I'll be there on Monday." We both had a good laugh.

In 2005, when I returned to GW, I was given the position of Administrative Assistant (ACAM), handled the closings for new properties, and assisted Gary with the tenants that were leasing the upper level of the building. I was amazed at how much the company had grown in my absence. Gary had purchased the building we now call home at 1585 Old Norcross Rd. He had also expanded the company from providing management service to 40 communities to providing management services to over 200 Communities. He had 15 managers, a full accounting team, IT department, a receptionist, and four administrative assistants, including myself. In retrospect over the past 22 years, I credit this incredible growth and continued GW growth to the fact that Gary's generosity is never-ending. He treats everyone he works with (clients, staff, and vendors) as a family and always encourages his team to grow and become the best they can be.

In 2013, I took my current position as Executive Assistant/Administrative Manager. As the Administrative Manager, I oversee five administrative assistants, the receptionist, and continue to serve as Gary's assistant. I do a bit of everything. Including, but not limited to, overseeing the administrative team, ordering office supplies, maintaining the office equipment, negotiating contracts for postage/copy machines, maintaining the Home-Wise-Docs website, planning all holiday parties, and organizing vendor lunches. I am very proud to have built an administrative team that works cohesively and supports one another. I believe that my experience over the last 22 years has allowed me to relate to my team better and taught me how to be a better manager.

I want to thank Gary and Debbie for their support and friendship throughout the years, and I am glad to call them family. I am forever grateful for all the guidance that they have offered my family throughout the years. I'm excited for what the future holds with our new RealManage family.

# BOARD SPOTLIGHT

## Monterey Estates Southern California

Roger Langner and his wife Claudia moved full time to Rancho Mirage six years ago. They reside in Monterey Estates, a beautiful single-family home community made up of 43 homes. They love to entertain in their stunning home, complete with bonfires around the pool. Claudia especially likes to entertain at Christmas so she can display all her beautiful Christmas decorations.

Roger has had a successful career, starting out on the Los Angeles Police Department in 1964. During his time on the LAPD, Roger worked many diverse and interesting assignments within the Metropolitan Division, Organized Crime Intelligence Division and Narcotics Division and was a member of the task force that developed the LAPD SWAT Team Concept. Roger was also selected to attend the 117th session of the FBI National Academy. Roger retired as the Officer in Charge of the Hollywood Narcotics Enforcement Section within the Narcotics Division in 1985.

After 21 years with LAPD, Roger founded Langner Security Services, Inc. and organized a team that defined, created, and developed business and operational strategies to guide the company through startup and expansion. The company grew to employ 853 employees and served 72 clients in Southern California.

He then went on to serve as Regional Vice President for Allied Universal Security Services, where he oversaw all aspects of the security operations within the states of Arizona, Colorado, and for San Diego, Riverside, and San Bernardino Counties, California.

Roger finally decided to “retire” from Allied Universal in 2017 and now serves as the Director of Security at the exclusive residential community of Toscana Country Club. In his “retirement,” he also decided to volunteer for the board of directors where he says, “When I first ran for the board

I did so as I saw no transparency between the management company and the residents. There was a lot of discontent by the residents directed toward the former management company. So, when I was elected, one of the first things I pushed for was the replacement of the management company to one which was more advanced in their communication/systems process. Thus the selection of RealManage (and of course, we got to have Rhonda ensure our service was up to par).”

It was important to Roger, and also his number one goal, to make sure the residents would be able to be heard by both the board and their management company. In Roger’s own words, “To this end, we have been successful.” Another project that he has been overseeing is the improvement of the appearance of the community. With the collaboration between the board and RealManage, they have been trimming and replacing plants, trees, and shrubs in addition to seasonal tree maintenance. As a result, the residents have been appreciative and complimentary of the noted improvements within the community.

Additionally, Roger serves as the treasurer, which involves the monitoring of funds and financial records. He is responsible for overseeing the billing, collections, and coordinates with the community association manager, Ann, in developing the operating budget and reserve allocations.

Roger feels passionate about serving his community, and we are so happy to have partnered with Roger and Monterey Estates.

- Rhonda M. Drews, PCAM® - VP of Operations



# Roger Langner

# VIRTUAL ATTENDANCE

## VIDEO CONFERENCING FOR COMMUNITY ASSOCIATIONS

Even before COVID-19 restrictions forced us to find new ways of conducting business, many community association boards found it challenging to meet as often as necessary during the year. Being a member of a productive community association board can be time-consuming for those who have other jobs or volunteer commitments, and to have a healthy, thriving community requires active participation. Therefore, virtual conferencing offers a solution that many are starting to look at as an alternative to in-person meetings to respect the social distancing guidelines. Even when restrictions have lifted, this alternative will still be useful.



### *What Should a Virtual Association Meeting look Like?*

It's important to remember that even if a meeting is taking place virtually, it still needs to meet all of your communities' expectations for a board meeting. Everyone should strive to ensure these meetings take place as similar to the in-person meetings as possible. This can include:

- Ensuring that notes are taken by the appropriate person, even if the call is recorded to ensure integrity.
- The board president should be the host, unless those duties are assigned to another member, and should strive to keep the conversation on topic as much as possible.
- Invites and attendance should be mandated, similar to an in-person meeting, and should be made available to all members.
- Be mindful of everyone's time and ensure that meetings start and end on time to ensure meetings are efficient and effective.
- Discussions should be mediated by your community manager when opposing views come up that may cause disagreement.

### *Are there Disadvantages to Consider?*

Most often, the detractors of virtual meetings point to the issue of participants being less engaged overall when not in-person, but many are finding this isn't always the case. Social distancing guidelines have forced many to use virtual meeting software as a standard business practice, which has alleviated many of the common fears. There are also some issues with ensuring that online meetings meet the requirements of your board by-laws, and each association should consult with their management team or attorney to ensure that meeting virtually is acceptable.

### *What are the Benefits of Virtual Meetings?*

- **Built-in Recording:** Many communities currently have someone on the board who takes meeting minutes, but this can occasionally lead to items missing or even forgotten. Virtual conference options often have recording capabilities so that you can effortlessly keep records.
- **Reduced Burden to Board Members:** Whether you are hosting meetings in your neighborhood or choose to meet somewhere offsite, often, these meetings can be a burden to members in terms of time and energy. Virtual meetings offer the ability for members to remain in their homes during meetings.
- **Structured Meetings:** Web conferencing options allow you to set a scheduled start and stop time, as well as the ability to include the agenda in the meeting invite. These features can lead to a better-structured meeting as participants can research topics of interest in advance.
- **Screen Sharing:** From financial disclosures to basic meeting minutes, often a board meeting can mean a ton of print paperwork for the members. Screen sharing offers a unique way to ensure all participants are looking at the same document. It can also cut down on distractions that occur during in-person meetings.
- **Higher Attendance:** As we've mentioned previously, meeting in person can often be a burden to those who have other obligations, but virtual meetings allow for those who may need to be home or in an office to attend without undue burden. If you are hosting an open meeting, virtual conferencing may allow and encourage many more residents to participate as they can attend from home comfortably.



### *What Platform Should We Use?*

There are plenty of options for your association when it comes to both video or simply telephonic conferencing, and we suggest you evaluate what options are best for your community. Some of the more popular options include free services from Zoom, GoToMeeting, Slack, and Google Hangouts. However, paid services may offer more security and stability in service, and Microsoft Teams and Cisco Webex offer various features you may find useful. Things you should be taking into account are the size of your meetings, budget, and the capabilities you want to use (screen sharing is a popular way to view meeting minutes). If you are unsure about what options are best for your board, we suggest talking to your community manager for details about what they suggest.

### *Final Takeaways*

Video conferencing provides a well-established way to conduct business in your community while maintaining social distance and may even encourage more participation. While video conferencing technology does still have room for improvement, overall, the industry offers secure and stable options for all price ranges. Even as cities begin to relax social distancing and shelter in place orders, you may find that your community association board enjoys the benefits of virtual meetings and that they can provide value to you in the future.

# VIRTUAL CONFERENCING

## STANDARDS OF CONDUCT FOR ONLINE COMMUNITY ASSOCIATION MEETINGS

In the first article, we discussed the potential of hosting virtual meetings in place of the more traditional in-person board meetings that tend to be the standard. COVID-19 has ensured that we are all thinking about the potential of virtual meetings and how we can continue to provide the best services to our homeowners and community. This opportunity, while welcomed by many, has brought about an unprecedented need for board members and community manager to manage their board meetings better.

We have seen owners are frustrated and stressed at what has happened to their lives over the last few months, including amenities being closed, or some who feel that not enough was done to protect their neighbors. In addition, the uncertainty and stress of jobs, the economic impact, family, and health concerns have added to the level of stress and anxiety around the community.

To help minimize association issues with virtual meetings and to help to become more effective at these non-traditional styles of meeting, the board should consider having a Standards of Conduct for all association meetings. These standards would be agreed to by the board of directors and could be made official by a board resolution. The agreed-upon standards would be a part of the association's official records and should be posted along with the meeting notice and agenda of the meeting.

The following is a list of “suggested” standards and they can be expanded or reduced, depending

on the size of the association and the complexity of issues at hand:

- All attendees should be “muted” by the meeting organizer to ensure the ability for all too clearly hear the board.
- Anyone wishing to speak on a subject should “raise their hand” within the virtual meeting system or type in a request into the meeting room chat function.
- No one should be allowed to speak unless they are recognized by the chairperson of the meeting and unmuted. (This will reduce the amount of disruptions during a meeting).
- No one is allowed to interrupt anyone who has the floor of the meeting. Interrupting helps to foster a hostile environment and wastes time, which make meetings, last longer than is necessary.
- All comments should be made on agenda items only. This helps to prevent meetings from getting off topic and a rehash of old items and topics that someone disagrees with.
- Setting time-limits for how long anyone can speak on an agenda item is recommended.
- The board should not allow someone to speak over others on any issue and should allow each attendee to speak for a set amount of time on any agenda item.
- No foul or threatening language should be allowed to be used in any meeting by anyone.
- If anyone is unwilling to be civil in their dealings at a meeting, then they should be asked to leave, and if it is necessary, the meeting should be adjourned to a later time or date.

Implementing these Standards of Conduct can help an association to have civil gatherings and more productive meetings. In the long run this will benefit your association in terms of greater owner participation and involvement, and will ultimately ensure harmony.

Written by **Marc Rodriguez, LCAM, CMCA®, AMS®,**  
Senior Vice President, Austin



# BOARD PORTAL TRAINING

## KARA'S KORNER

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### BOARD PORTAL TRAINING:

June 18th, 2020 - 7:00 PM, Pacific Time

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### BOARD TOOLKIT TRAINING:

June 25th, 2020 - 7:00 PM, Pacific Time



**Kara Cermak, CMCA®, AMS®, PCAM®**  
Community Manager Success Group — Learning and Development  
[kara.cermak@realmanage.com](mailto:kara.cermak@realmanage.com)

